

**UNITED STATES DEPARTMENT OF AGRICULTURE**

Farm Service Agency  
Oregon State Office  
Tualatin, OR 97062

**Oregon Notice  
IRM- 81**

**For: County Offices**

**Handling Defective Toner Cartridges**

**Approved by:** State Executive Director

/s/Roger Tresham

LEF:KM:km

**NOTE: This is the same information as presented in Information Bulletin Number 3145, but is now being issued in Oregon Notice form.**

Exchange and reporting of defective cartridges for HP2500, HP2600, HP4100, HP4600 and XEROX 2125 Printers should be as follows:

**Procedure for returning Defective Printer cartridge to vendor.**

<b>Step</b>	<b>Action</b>
1	Call the vendor listed below, on page 2, for the applicable Printer model and notify them that you have a defective cartridge.
2	Place the defective cartridge in the original box and seal the box.
3	Write the RA number and <b>“DEFECTIVE”</b> on the box in large letters.
4	Affix the prepaid ARS label to the outside of the box.
5	Retain the UPS tracking number from the bottom of the prepaid label for your records.
6	The vendor will send you a new cartridge with a new prepaid label.

**Procedure for returning Defective Printer cartridge to KCAO warehouse.**

<b>Step</b>	<b>Action</b>
1	Notify KCAO Warehouse at (816)363-1103 that you have a defective cartridge. The warehouse will ship out a new cartridge immediately.
2	Place the defective cartridge in the original box and seal the box.
3	Write <b>“DEFECTIVE”</b> on the box in large letters.
4	Mail the cartridge to the KCAO warehouse using the least expensive shipping method.

Disposal	Distrubution
When Incorporated in Handbook	A

### Contacts for Defective Cartridges:

Printer Model	Vendor
HP2500	Laser Tech Contact: Steve Maul Telephone: 877-945-2737 Option 2
HP2600	KCAO Warehouse Email: <a href="mailto:Dorothy.Malone@kcc.usda.gov">Dorothy.Malone@kcc.usda.gov</a> Telephone: 816-363-1103 or 816-926-6116
HP4100, HP4600 and XEROX N2125	Cartridge Savers, Inc. Contact: Rob Wangard Telephone: 608-227-7283

**NOTE:** It is illegal to require or force you to use the OEM's brand of cartridge. To make this requirement is a violation of the Sherman and Clayton Anti-Trust Act.

If a serviceman/technician informs you your equipment has been damaged by the cartridge and that the warranty cannot be honored because of the type of cartridge you are using. **Request that the serviceman/technician mail you a copy of this contract clause in writing on his company's letterhead.**

### Procedure for handling repairs to Printers damaged by a cartridge.

STEP	ACTION
1	Request service technician to prepare an invoice on company's letterhead.
2	Service technician must list damage caused by the cartridge and the repairs performed with cost of repairs.
3	Service technician <b>must</b> leave all damaged parts with you.
4	Retain parts in your possession until requested by Cartridge vendor.
5	Notify vendor of damaged cartridge following instructions above.
6	Send email to: <a href="mailto:Dorothy.Malone@kcc.usda.gov">Dorothy.Malone@kcc.usda.gov</a>
7	Mail invoice to: KCAO – ASD- IOB – STOP 8388 P. O. BOX 419205 KANSAS CITY, MO 64141-6205
8	If the repairs are found to be valid, the cost of the repairs will be paid by the cartridge vendor.

If you have any questions or need clarification concerning this bulletin, please email them to: [Kirk.Metteer@or.usda.gov](mailto:Kirk.Metteer@or.usda.gov)

